

Blue Granite Water Company



2021 Quarterly Performance Report

3rd Quarter 2021

Contents

Billing Results

Call Center Performance

Customer Complaints

Customer Billing

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q21 Actual	Apr Actual	May Actual	June Actual	2Q21 Actual	Jul Actual	Aug Actual	Sep Actual	3Q21 Actual	YTD
# of Bills Rendered	21939	21704	22347	65990	22386	22285	22430	67101	22286	22810	10648	55744	188835
% of Billing Accuracy	98.7%	99.6%	99.1%	99.1%	99.5%	99.4%	99.5%	99.5%	99.5%	99.7%	100.0%	99.7%	99.4%
Summary of Causes of Billing Adjustments													
Billed in Error	24	4	17	45	3	19	7	29	1	3	1	5	79
Rate Change	0	0	0	0	0	9	0	9	0	0	0	0	9
Wrong Bill Cycle	0	9	50	59	29	17	2	48	3	0	0	3	110
Wrong Customer Billed	0	1	0	1	0	0	0	0	0	1	0	1	2
Wrong Period Billed	17	4	9	30	7	16	3	26	1	7	0	8	64
Wrong Rate	1	0	1	2	1	1	2	4	0	0	0	0	6
Wrong Read	248	65	127	440	77	76	97	250	100	56	3	159	849
# of Billing Exceptions	258	410	760	1428	5965	5887	4007	15859	843	1342	663	2848	20135
Avg # of Days to Resolve Billing Exceptions	1.42	12.04	10.14	7.87	7.17	10.12	9.85	9.05	8.84	8.47	4.38	7.23	8.05

Call Center Operations

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q21 Actual	Apr Actual	May Actual	June Actual	2Q21 Actual	Jul Actual	Aug Actual	Sep Actual	3Q21 Actual	YTD
# of Calls Received at all Centers	2515	2717	3724	8956	3355	2393	2605	8353	3068	2718	2181	7967	25276
*Average Speed of Answer / Service Level	81.7%	78.3%	76.6%	78.9%	80.1%	92.3%	85.3%	85.9%	77.2%	78.1%	68.6%	74.6%	79.8%
Abandon Rate	2.1%	2.3%	2.9%	2.4%	2.4%	2.7%	2.2%	2.4%	3.6%	3.6%	4.8%	4.0%	3.0%
Longest Wait Time in Queue	0:05:45	0:06:20	0:06:39	0:06:39	0:06:51	0:06:30	0:06:16	0:06:51	0:05:44	0:06:36	0:06:23	0:06:36	0:06:51
Average Wait Time	0:00:33	0:00:39	0:00:42	0:00:38	0:00:37	0:00:33	0:00:29	0:00:33	0:00:41	0:00:42	0:01:13	0:00:52	0:00:41
Average Customer Treatment Time	0:06:44	0:08:51	0:10:38	0:08:44	0:19:14	0:08:21	0:08:26	0:12:00	0:11:42	0:10:12	0:11:19	0:11:04	0:10:36

*The Company is reporting against a Target Average Speed of Answer Service Level of 80% of all calls answered within 60 seconds of entering queue. The Company has been performing at this level since 01/01/2013.

Customer Complaints

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q21 Actual	Apr Actual	May Actual	June Actual	2Q21 Actual	Jul Actual	Aug Actual	Sep Actual	3Q21 Actual	YTD
# of Complaints Received	349	726	624	1699	564	317	351	1232	391	386	339	1116	4047
% of Unresolved Complaints Issued Noticeto Contact ORS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Complaint Rate	1.58%	3.28%	2.81%	2.56%	2.54%	1.42%	1.57%	1.84%	1.75%	1.72%	1.51%	1.66%	2.02%
Types and Number of Types of Calls Received from CWS Customers													
High Bill Investigation	70	222	286	578	206	58	74	338	77	87	72	236	1152
Air in Water	1	0	0	1	0	9	3	12	3	2	2	7	20
Clogged Sewer	13	40	25	78	24	15	10	49	4	15	15	34	161
Discolored Water	13	16	11	40	7	16	6	29	16	13	11	40	109
General Investigation	19	26	29	74	22	17	25	64	46	37	36	119	257
High or Low Pressure in the Water	27	38	28	93	36	20	39	95	34	47	23	104	292
Lawn Repair for Sewer Breaks	0	4	2	6	1	0	1	2	1	2	1	4	12
Lawn Repair for Water Breaks	0	2	7	9	6	3	2	11	0	7	4	11	31
Lift Station Problems	2	4	2	8	4	4	1	9	2	1	3	6	23
Mineral Amount in Water	1	0	0	1	0	0	3	3	1	2	5	8	12
No Water	81	74	43	198	30	39	25	94	86	23	27	136	428
Noise in Sewer	0	0	0	0	1	0	0	1	0	0	0	0	1
Odor in Sewer	4	0	1	5	5	1	2	8	1	0	1	2	15
Repair/Replace Meter Box	2	4	7	13	12	6	5	23	4	8	4	16	52
Repair Road	4	14	4	22	5	1	3	9	3	4	2	9	40
Sewer Main Break	0	0	1	1	0	1	3	4	0	0	0	0	5
Sewer Miscellaneous Complaint	8	28	5	41	11	6	15	32	5	9	6	20	93
Sewer Service Line Break	9	18	10	37	11	7	7	25	6	6	7	19	81
Taste or Odor in the Water	2	0	6	8	5	1	2	8	4	1	4	9	25
Water Quality	8	16	10	34	4	12	9	25	8	9	3	20	79
Water Main Break	13	22	9	44	7	4	11	22	10	13	10	33	99
Water Miscellaneous Complaint	15	28	31	74	18	15	22	55	13	11	16	40	169
Water Service Line Break	40	76	58	174	65	58	61	184	43	66	62	171	529
Test Meter	17	94	49	160	84	24	22	130	24	23	25	72	362

COMPLAINTS AND RESOLUTIONS

Customer Name	Customer Complaint	Company Response	Resolution Date
J.C.	Customer reported high bill and requested meter test	Our contract operator with Clearwater Solutions spoke with the customer on June 15, 2021, and the customer indicated that the pool sump pump is malfunctioning, and his pool is set to fill automatically.	7/9/2021
J.P	Customer reported high bill	Upon a review of this customer's account, water usage, and relevant tests, Blue Granite operators determined the spike in the customer's bill in June 2021 was directly related to the use of an irrigation water system on the property. The customer never directly contacted Blue Granite regarding high usage.	7/9/2021
J.F	Customer reported high bill	Blue Granite has determined that this customer was affected by the recent issues regarding meter reading estimates and errors that the Company experienced in the Midlands area of South Carolina in the early months of 2021. As a result, it is likely that the specific bill at issue was related to the correction of those mistakes through "true-up" bills, where previous months underbilled accounts are corrected by higher bills to account for the true amount of water that passed through the meter over the time period in question. To ensure the accuracy of the readings, the customer's meter was tested on 6/30/21 and found to be working at 98%. The credit has been applied to the account-\$221.69.	7/15/2021
L.B	Customer reported high bill	Upon review of our Customer Experience records, the customer contacted the Company concerning a high bill on September 10, 2021, and requested the meter be read again. The operator read the meter and found that the meter read was in line with the previous read and there was no indication of a leak.	8/17/2021
TR	Customer reported high bill and billing cycle issues	Our Customer Experience records indicate that the customer contacted the company about a high bill. The Company tested the meter which failed with 114% rate or for every 50 gallons, the meter was reading 57 gallons. The meter was replaced on August 23, 2021, and the customer was issued the appropriate reimbursement based on the water overage through the meter at the Commission approved rate of \$8.37 per gallon or \$160.71. The customer currently has an outstanding balance of \$434.94.	8/25/2021
S.N	stop service complaint/final bill	The customer's bill was pro-rated – see the below bill. Yet he only paid \$115 resulting in a balance due of \$84.32	9/13/2021
S.S	complaint about payment not posting	The payment was received and his account credited.	9/14/2021

Customer Name	Customer Complaint	Company Response	Resolution Date
B.A	Customer reported high bill	Upon review of our Customer Experience records, the customer had 24,920 gallons go through the meter that results in a current bill of \$223.69 for water and the flat sewer rate of \$78.25. The total bill is \$301.94. It appears to be an unusually higher usage that typical for the household. This is a true up of the actual water that passed through the meter since the office estimate was lower in June. There are no leaks at the residence.	9/17/2021
R.H.	Customer reported water quality issue	Blue Granite has recently conducted a great deal of work in this community, which should address customer's water quality complaint. The company replaced full length of the existing watermain line with entirely new pipe (PVC), fittings and appurtenances, that directly impacts customer's property, which is at the end of the watermain line. Because of customer's location and given the fact that the water Blue Granite delivers to that community is purchased from West Anderson, the replaced watermain line should make clear that the cause of the muddy water was either the old pipe or the West Anderson supply. It may be possible that he continues to experience undesirable water quality, depending on customer's private waterline material and age. Regarding the whole-house filtration system and the filters being frequently clogged, it should be noted that Blue Granite has purchased six (6) replacement filter cartridges for customer for a prior complaint. Such has been the frequency of the company's interactions with this customer and the extent to which the company is continuing to attempt to resolve the issues. With any new waterline construction, there is an inherit risk of debris reaching a customer's water service line, which is possible with customer's service line during the service meter changeover from the existing watermain line to the new watermain line. Blue Granite will provide an additional set of filters this week to the customer.	7/26/2021
B.P.	Customer reported high bill	Blue Granite has determined that this customer was affected by the recent issues regarding meter reading estimates and errors that the Company experienced in the Midlands area of South Carolina in the early months of 2021. As a result, it is likely this customers' higher bills was related to the correction of those mistakes through "true-up" bills, where previous months underbilled accounts are corrected by higher bills to account for the true amount of water that passed through the meter over the time period in question.	8/25/2021

Customer Name	Customer Complaint	Company Response	Resolution Date
SP	Customer reported high bills, meter replacement, hydrants for fire suppression	<p>The first request is related to the meter on the community pool at Spence's Point. The meter was replaced, and the old meter was tested. The meter was found to be functioning within 97% accuracy. The meter test will be forwarded as soon as it is received from the third-party testing laboratory.</p> <p>The second request is related to the functioning of the hydrants within the community. Our technicians have reviewed the data and determined that the hydrants within the community are rated only for flushing, NOT fire suppression. In order to make this plain, Blue Granite has painted all the of the hydrants black. This will communicate to any firefighters who respond to an emergency in Spence's Point that they cannot rely on the hydrants for fire suppression-level water pressure. Blue Granite will also communicate this with the necessary public officials to ensure they are aware of the hydrant's abilities.</p> <p>The third request is related to billing within the community, and an internal correction that Blue Granite needs to make regarding the number of units within Building 3. Upon inspection of the meters in Building 3, staff discovered that this building has a variance resulting in a higher bill. Blue Granite has credited the customer's account the amount of \$519.80 for the last 36 months. The customer has been notified of this credit and the correction of the number of units in our billing system.</p>	9/24/2021